

OFFICE EDUCATION COOPERATIVE

Curriculum Content Frameworks

Please note: All assessment questions will be taken from the knowledge portion of these frameworks.

Prepared by

Erma Cummings, Mills High School, Little Rock
Xerlotta Sanders, Central High School, Little Rock

Facilitated by

Karen Chisholm, Program Manager
Office of Assessment and Curriculum
Arkansas Department of Workforce Education

Edited by

Sandra Porter, Program Manager
Jim Brock, Program Advisor
Ted Dean, Program Advisor
Ginger Fisher, Program Advisor
LaTrenda Jackson, Program Advisor
Office of Business/Marketing Technology
Arkansas Department of Workforce Education

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Curriculum Content Frameworks

OFFICE EDUCATION COOPERATIVE

Grade Levels: 11, 12
Course Code: 492130

Prerequisite: Word Processing I & II
or CA I, II, and III
or CBA

Course Description: Office Education Cooperative is a two-semester course designed for junior and senior business students. This course covers such topics as use of current technology and communications, ergonomics, human relations, records management, and the basics of management and supervision. A supervised learning experience is required. This experience is for advanced business education students who attend school part of the day and work in a business office for the remainder.

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Unit 1: OEC Expectations & Responsibilities

Hours: 5

Terminology: Attendance form, Employer agreement form, Employer evaluation, Office Education Cooperative (OEC), Student agreement, Student organization, Training plan, Wage and hour form

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
1.1 Define terminology	1.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
1.2 List the responsibilities of OEC students		Foundation	Writing	Records data [1.6.16]	
1.3 Explain the responsibilities of OEC students	1.3.1 Sign terms of student-parent agreement	Foundation	Arithmetic/ Mathematics	Comprehends mathematics, ideas, and concepts related to wages [1.1.13]	
	1.3.2 Choose job objective, and complete student training plan based on career objective		Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
	1.3.3 Complete wage and hour form with documentation		Writing	Analyzes data, summarizes results, and makes conclusions [1.6.2]	
	1.3.4 Review employer evaluation and attendance forms	Interpersonal	Teamwork	Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing settings [2.6.3]	
	1.3.5 Become a member, and participate in a business student organization	Thinking	Decision Making	Accepts responsibility for decision [4.2.1]	

Unit 2: Technology

Hours: 40

Terminology: Animation, Cell, Column, Data, Database, Database management, Data processing, Desktop publishing, Electronic mail (e-mail), Ergonomics, Facsimile (fax), Field, Formula, Information processing, Internet, Presentation software, Query, Records management, Reprographics, Row, Scanner, Slide, Spreadsheet, Transition, Word processing

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
2.1 Define terminology	2.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
2.2 List software applications used in processing business information	2.2.1 Evaluate the need for using different software	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
		Thinking	Decision Making	Comprehends ideas and concepts related to software applications used in processing business information [4.2.2]	
2.3 Describe and list the word processing, database, spreadsheet, and desktop publishing activities performed in an office	2.3.1 Create business documents (i.e., memos, letters, reports, tables)	Foundation	Writing	Composes and creates documents -- letters, manuals, reports, proposals, graphs, flow charts, etc. [1.6.8]	
	2.3.2 Create spreadsheet and database, and perform desktop publishing activities (i.e., fliers, presentations, brochures)	Thinking	Problem Solving	Comprehends ideas and concepts related to business documents [4.4.1] Devises and implements a plan of action to resolve a problem [4.4.3]	
2.4 Explain the use of a 10-key pad	2.4.1 Apply the use of a 10-key pad to business math problems	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
		Thinking	Knowing how to Learn	Applies new knowledge and skills to business math problems [4.3.1]	
2.5 Model proper hand position using the touch system	2.5.1 Demonstrate 10-key proficiency	Thinking	Knowing how to Learn	Applies new knowledge and skills to demonstrate proficiency using the touch system on the 10-key pad [4.3.1]	

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
2.6 Discuss ergonomics, and list factors affecting office ergonomics	2.6.1 Evaluate classroom ergonomics	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
	2.6.2 Generate plans to improve classroom ergonomics	Thinking	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
2.7 List the basic records management systems	2.7.1 Analyze the advantages of both the manual and electronic records management systems	Foundation	Decision Making	Comprehends ideas and concepts related to ergonomics [4.2.2]	
	2.7.2 Analyze the disadvantages of both the manual and electronic records management systems	Thinking	Knowing how to Learn	Evaluates information/data to make best decisions [4.2.5] Generates opinions/alternatives [4.2.6] Processes new information as related to workplace [4.3.5]	
2.8 Identify equipment used in the automated office		Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
			Reasoning	Comprehends ideas and concepts related to records management [4.5.2]	
		Foundation	Writing	Organizes information in an appropriate format [1.6.10]	

Unit 3: Human Relations

Hours: 20

Terminology: Career goals, Ethics, Hacker, Hierarchy, Insubordination, Intranet, Local area network (LAN), Long-term career goals, Managers, Modem, Network, Online, Piracy, Protocol, Self-assessment, Sexual harassment, Short-term career goals, Supervisor, Teamwork, Telecommunications, Uniform resource locator (URL), World Wide Web (WWW)

CAREER and TECHNICAL SKILLS			ACADEMIC and WORKPLACE SKILLS		
What the Student Should be Able to Do			What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description	
3.1 Define terminology	3.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
3.2 Discuss the office environment	3.2.1 List the different types of offices (i.e., mobile, traditional, home, virtual)	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
3.3 Identify an acceptable social environment	3.3.1 Compose a list of acceptable social behaviors (i.e., office politics, attitude)	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
	3.3.2 Compose a list of unacceptable social behaviors (i.e., harassment, piracy)	Interpersonal	Customer Service	Applies human relations skills in real-life situations [2.3.1]	
	3.3.3 Analyze social behavior situations	Personal Management	Integrity/Honesty/Work Ethic	Describes desirable worker characteristics [3.2.3]	
3.4 Identify an acceptable ethical work environment	3.4.1 Compose a list of acceptable ethical behaviors	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
	3.4.2 Compose a list of unacceptable ethical behaviors	Interpersonal	Customer Service	Applies human relations skills in real-life situations [2.3.1]	
	3.4.3 Analyze ethical behavior situations	Personal Management	Integrity/Honesty/Work Ethic	Describes/Explains significance of integrity, honesty, and work ethics [3.2.4]	
3.5 Identify concepts relating to teamwork	3.5.1 Develop a project using teamwork concepts	Foundation	Reading	Comprehends written information, and applies it to a task [1.3.8]	
		Interpersonal	Teamwork	Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings [2.6.3] Works effectively with others to reach a common goal [2.6.6]	

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS		
What the Student Should be Able to Do		What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description
3.6 Explain the importance of setting career goals (i.e., short- and long-term)	3.6.1 Design short- and long-term career goals	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]
		Personal Management	Career Awareness, Development, and Mobility	Sets well defined and realistic career goals (short- and long-term) [3.1.11]
3.7 Describe the value of self-assessment	3.7.1 Prepare a self-assessment	Personal Management	Career Awareness, Development, and Mobility	Analyzes own knowledge, skills, and abilities [3.1.2]
3.8 Identify skills and knowledge required to upgrade and improve performance	3.8.1 Prepare a plan of action for career advancement	Foundation	Writing	Checks, edits, and revises document for correct information, appropriate emphasis, form, grammar, spelling, and punctuation [1.6.5]
		Personal Management	Career Awareness, Development, and Mobility	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6] Composes and creates documents -- letters, manuals, reports, proposals, graphs, flow charts, etc. [1.6.8] Establishes and implements a plan of action [3.1.5]
3.9 Explain the importance of life-long learning to a successful career	3.9.1 Develop strategies to accommodate impending changes in the workplace	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]
		Personal Management	Organizational Effectiveness	Develops skills to locate, evaluate, and interpret career information [3.1.4]
3.10 Define the management process	3.10.1 List the management functions	Foundation	Writing	Analyzes data, summarizes results, and makes conclusions [1.6.2]
	3.10.2 List specific examples of an activity in each of the management functions	Thinking	Reasoning	Sees relationships between two or more ideas, objects, or situations [4.5.5]

CAREER and TECHNICAL SKILLS What the Student Should be Able to Do		ACADEMIC and WORKPLACE SKILLS What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description
3.11 Discuss the levels of hierarchy in a business	3.11.1 List the levels of hierarchy in a business	Foundation	Reading Speaking	Comprehends written information for main ideas [1.3.7] Applies/Uses technical terms as appropriate to audience [1.5.2] Communicates a thought, idea, or fact in spoken form [1.5.5]
3.12 Discuss the duties of supervisors and managers	3.12.1 List reasons some supervisors and managers fail	Foundation Thinking	Speaking Writing Reasoning	Communicates a thought, idea, or fact in spoken form [1.5.5] Presents answers/conclusions in a clear and understandable form [1.6.13] Comprehends ideas and concepts related to management [4.5.2]

Unit 4: Communications

Hours: 20

Terminology: Body language, Communication, Copier, Cover letter, Editing, Five C's of communication, Follow-up letter, Formal speaking, Informal speaking, Letter, Letter of application, Listening, Memo, Nonverbal communication, Proofreader's marks, Proofreading, Report, Résumé, Scanner, Verbal communication, Voice mail

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
4.1 Define terminology	4.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
4.2 Discuss communication skills	4.2.1 Apply communication skills to job performance	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
		Personal Management	Responsibility	Accepts responsibility for position [3.4.1]	
4.3 Describe the communication process (verbal & nonverbal)	4.3.1 List the essentials of the communications process	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
		Thinking	Reasoning	Uses logic to draw conclusions from available information [4.5.6]	
4.4 Describe the barriers to communication	4.4.1 List situations with communication barriers	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
		Thinking	Reasoning	Uses logic to draw conclusions from available information [4.5.6]	
4.5 Identify the five "C's" of communication	4.5.1 Apply the five "C's" of communication (i.e., write a letter/memo, send an e-mail)	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
		Thinking	Knowing how to Learn	Applies new knowledge and skills to communication [4.3.1]	
4.6 Discuss writing as a business skill		Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]	

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
4.7 Identify the different types of written communication	4.7.1 Select the appropriate written communications for the appropriate situations	Foundation	Reading	Comprehends written information, and applies it to a task [1.3.8]	
		Thinking	Problem Solving	Draws conclusions from what is read, and gives possible solutions [4.4.4]	
4.8 Discuss listening as a business skill	4.8.1 List the techniques of effective listening	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
	4.8.2 Apply listening techniques to listening situations	Thinking	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
4.9 Identify barriers to effective listening	4.9.1 Access listening situations through role-playing, group activities, etc.	Foundation	Reasoning	Applies rules and principles to a new situation [4.5.1]	
			Listening	Evaluates oral information/presentation [1.2.2]	
			Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	

CAREER and TECHNICAL SKILLS What the Student Should be Able to Do		ACADEMIC and WORKPLACE SKILLS What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description
4.10 Discuss speaking as a business skill	4.10.1 Evaluate a speech presentation for communication skills	Foundation Thinking	Speaking	Adapts presentation to audience [1.5.1]
	4.10.2 Prepare a speech			Interprets nonverbal cues -- such as eye contact, posture, and gestures -- for meaning [1.5.6]
	4.10.3 Present a speech			Organizes ideas, and communicates oral messages to listeners [1.5.7]
			Writing	Speaks effectively, using appropriate eye contact, gestures, and posture [1.5.11]
			Problem Solving	Uses verbal language and other cues, such as body language, appropriate in style, tone, and level of complexity to the audience and the occasion [1.5.14]
				Organizes information in an appropriate format [1.6.10]
				Draws conclusions from observations, evaluates conditions, and gives possible solutions [4.4.5]
4.11 Identify two types of speaking skills	4.11.1 Classify speeches according to formal or informal communication	Foundation	Writing	Applies/Uses technical words and concepts [1.6.4]
		Thinking	Reasoning	Uses logic to draw conclusions from available information [4.5.6]
4.12 Identify documents used in applying for a job	4.12.1 Prepare documents needed for the job application process (i.e., job application resume, cover letter, letter of application, follow-up letter)	Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]
				Composes and creates documents -- letters, manuals, reports, proposals, graphs, flow charts, etc. [1.6.8]
				Evaluates written information for appropriateness/content/clarity [1.6.9]

CAREER and TECHNICAL SKILLS What the Student Should be Able to Do		ACADEMIC and WORKPLACE SKILLS What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description
4.13 Discuss interview techniques	4.13.1 Demonstrate interview techniques	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5] Speaks effectively, using appropriate eye contact, gestures, and posture [1.5.11] Speaks in a clear, concise manner [1.5.12]

Unit 5: Financial Information

Hours: 30

Terminology: Automated teller machine (ATM), Bank reconciliation, Blank endorsement, Bonus, Cash, Cash over, Cash short, Check, Checking account, Commission, Deduction, Dependent, Deposit, Depositor, Electronic banking, Electronic funds transfer (EFT), Employee earnings record, Endorsement in full, Federal income tax, Gross pay, Hourly wage, Money order, Net pay, Overtime pay, Payroll, Payroll register, Payroll tax, Petty cash record, Petty cash summary report, Petty cash system, Regular pay, Replenish, Restrictive endorsement, Salary, Signature card, Special endorsement, Time card, W-4

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
5.1 Define terminology	5.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
5.2 Explain the procedure for opening a checking account	5.2.1 Prepare a signature card	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
			Writing	Completes form accurately [1.6.7] Prepares a complex document in a concise manner [1.6.12]	
5.3 Describe the types of endorsements	5.3.1 Prepare various types of endorsements (i.e., restrictive, special, blank)	Foundation	Reading	Determines what information is needed [1.3.10]	
			Speaking	Organizes and communicates oral messages to listeners [1.5.7]	
5.4 Describe various types of banking transactions	5.4.1 Prepare a deposit slip	Foundation	Reading	Determines what information is needed [1.3.10]	
			Speaking	Organizes and communicates oral messages to listeners [1.5.7]	
5.5 Explain the process of preparing a check	5.5.1 Prepare a check	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
			Writing	Writes appropriate entries [1.6.22]	
5.6 Demonstrate the procedure of reconciling a bank statement	5.6.1 Reconcile a bank statement	Foundation	Arithmetic/ Mathematics	Applies addition, subtraction, multiplication, and division to real-world situations [1.1.1]	
		Thinking	Problem Solving	Demonstrates logical reasoning in reaching a conclusion [4.4.2]	

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
5.7 Discuss electronic banking (i.e., EFT, ATM)	5.7.1 Analyze various electronic banking situations (transferring of funds, night deposits)	Foundation Thinking	Reading Problem Solving	Applies/Understands technical words that pertain to subject [1.3.6] Demonstrates logical reasoning in reaching a conclusion [4.4.2]	
5.8 Explain the steps in preparing petty cash transactions	5.8.1 Record transactions in a petty cash record	Foundation	Arithmetic/ Mathematics Speaking	Constructs geometric figures [1.1.15] Communicates a thought, idea, or fact in spoken form [1.5.5]	
5.9 Describe the types of compensation plans	5.9.1 Analyze and apply the types of compensation plans to various situations (i.e., salary, hourly, commissions, etc.)	Foundation	Arithmetic/ Mathematics Speaking	Applies computation skills to compensation plans [1.1.5] Calculates dollar amounts [1.1.7] Participates in conversation, discussion, and group presentation [1.5.8]	
5.10 Discuss time cards and regular and overtime rate of pay	5.10.1 Prepare a time card	Foundation	Reading Writing	Applies/Understands technical words that pertain to subject [1.3.6] Completes form accurately [1.6.7]	
5.11 Explain the various types of voluntary and required deductions relating to payroll		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
5.12 Discuss payroll register and gross and net pay	5.12.1 Prepare a payroll register	Foundation	Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
5.13 Describe an employee earnings record	5.13.1 Prepare an employee earnings record	Foundation	Reading Writing	Comprehends written information for main ideas [1.3.7] Completes form accurately [1.6.7]	

Unit 6: Records Management

Hours: 15

Terminology: Accession log, Alphabetic filing, Archive, Chronological filing, Coding, Field, File, Filing, Filter, Geographic filing, Hard copy, Indexing, Label, Micrographics, Middle digit filing, Numeric filing, Record, Sort, Subject filing, Surname, Terminal digit filing

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
6.1 Define terminology	6.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
6.2 Identify manual records management systems	6.2.1 Solve records management problems (i.e., alphabetic filing, numeric filing, geographic filing, chronological filing, etc.)	Thinking	Creative Thinking	Creates new design by applying specified criteria [4.1.3]	
			Decision Making	Demonstrates decision-making skills [4.2.4] Evaluates information/data to make best decision [4.2.5]	
6.3 List the advantages and disadvantages of both the manual and electronic records management systems		Foundation	Writing	Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.5.5]	
		Thinking	Reasoning	Comprehends ideas and concepts related to records management [4.5.2]	

Unit 7: Employment Skills

Hours: 15

Terminology: Advancement opportunities, Career advancement, Credentials, Employment application form, Fringe benefits, Government employment agency, Interview, Job search, Job termination, Networking, Personal leave, Portfolio, Private employment agency, Sick leave, Temporary employment agency

CAREER and TECHNICAL SKILLS			ACADEMIC and WORKPLACE SKILLS		
What the Student Should be Able to Do			What the Instruction Should Reinforce		
Knowledge	Application	Skill Group	Skill	Description	
7.1 Define terminology	7.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
7.2 Describe the different sources to learn about job openings (i.e., newspaper, personal inquiry, agencies, ads, and networking)	7.2.1 Search job vacancies using sources such as the World Wide Web, newspapers, agencies, etc.	Foundation	Reading	Applies information and concepts derived from printed materials [1.3.3]	
		Personal Management	Career Awareness, Development, and Mobility	Develops skills to locate, evaluate, and interpret career information [3.1.4]	
7.3 Discuss credentials, résumé, letter of application, and employment application	7.3.1 Prepare a résumé, letter of application, and employment application	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
7.4 Describe an interview	7.4.1 Participate in a mock interview	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
7.5 Discuss follow-up letters	7.5.1 Prepare a follow-up letter	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
7.6 Identify items covered in a job orientation (i.e., fringe benefits, personal leave, sick leave, and job termination)	7.6.1 List various fringe benefits, reasons for personal and sick leave, and reasons for job termination	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
7.7 Identify ways that employees are evaluated		Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
		Thinking	Knowing how to Learn	Applies new knowledge and skills to communication [4.3.1]	

Unit 8: Child Labor Laws

Hours: 5

Terminology: Age of employment, Child labor laws, Earnings, Employment Certificate (work permit), Equal Employment Opportunity Commission (EEOC), Hazardous occupation, Interstate commerce, Minimum Wage Act, Occupation, Occupational Safety and Health Administration (OSHA)

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
8.1 Define terminology	8.1.1 Prepare a list of terms with definitions	Foundation	Reading	Applies/Understands technical words that pertain to subject [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
8.2 Identify the agencies governing child labor laws	8.2.1 List the governing agencies	Thinking	Knowing how to Learn	Locates appropriate learning resources to acquire or improve knowledge and skills [4.3.3]	
8.3 Identify child labor restrictions	8.3.1 List hourly restrictions	Foundation	Writing	Presents conclusions in a clear and understandable form [1.6.13]	
	8.3.2 List wage restrictions	Thinking	Reasoning	Comprehends ideas and concepts related to management [4.5.2]	
	8.3.3 List types of jobs (hazardous, nonhazardous)				
8.4 Identify exceptions to child labor laws	8.4.1 List exceptions to child labor laws	Foundation	Writing	Presents conclusions in a clear and understandable form [1.6.13]	
		Thinking	Reasoning	Comprehends ideas and concepts related to management [4.5.2]	

Glossary

Unit 1: OEC Expectations & Responsibilities

1. Attendance form – form used by employer to maintain accurate record of attendance and tardiness to be reviewed by work coordinator quarterly
2. Employer agreement form – document that lists the responsibilities of an employer in order to be an official work study station
3. Employer evaluation – a document that is used by the employer to evaluate each student's progress each quarter
4. Office Education Cooperative (OEC) – a two-semester course designed for junior and senior business students
5. Student agreement – document that lists the guidelines that students agree to abide by in order to participate in the work program, which is signed by the student, parent, work coordinator, and school principal
6. Student organization – Future Business Leaders of America
7. Training plan – a list of skills the student will use on the job; provided by the employer
8. Wage and hour form – a weekly log maintained by the student that gives hours worked, rate of pay, and gross pay with cumulative totals

Unit 2: Technology

1. Animation – the movement of slides and slide elements on and off the screen during an electronic slide show
2. Cell – intersection of a row and column in a worksheet or a table
3. Column – information appearing vertically in a worksheet and identified by letters at the top of the worksheet window
4. Data – raw input to be processed by a computer
5. Database – a collection of related information
6. Database management – organizing, storing, and manipulating large amounts of information
7. Data processing – the collecting, organizing, and summarizing of data
8. Desktop publishing – process of combining text and graphics, using a computer, to create attractive documents
9. Electronic mail (e-mail) – electronic transfer of messages using computers and software
10. Ergonomics – the study of the effects of the work environment on the health and well-being of employees
11. Facsimile (fax) – technology that transfers images electronically using telephone lines
12. Field – a single piece of information in a data file
13. Formula – equation that calculates a new value from values currently on a worksheet
14. Information processing – putting facts or numbers into a meaningful and useful form
15. Internet – a public computer network, made up of smaller, interconnected networks, that spans the globe
16. Presentation software – software used to create slides, stacks, audio clips, animations, and full-motion sequences
17. Query – a search method that allows complex searches of a database
18. Records management – a set of procedures used to manage and control all of a business' records (paper or paperless) from receipt or creation through processing, storage, retrieval, and disposal
19. Reprographics – the process of making copies of graphic images, such as printed documents
20. Row – information appearing horizontally in a worksheet and identified by numbers on the left side of the worksheet window
21. Scanner – device that allows photographs and text to be electronically imaged into computer files

22. Slide – one sheet or window in presentation software
23. Spreadsheet – grid of rows and columns containing numbers, text, and formulas
24. Transition – the way a slide appears or disappears during an onscreen slide show
25. Word processing – the use of a computer and software to produce written documents

Unit 3: Human Relations

1. Career goals – desired achievements related to work, such as jobs, education, or work experience
2. Ethics – a system of moral standards or values
3. Hacker – unauthorized computer user who is able to access and misuse or steal confidential data
4. Hierarchy – in order of rank or authority
5. Insubordination – failure to follow orders or instructions; refusal to do what is commanded
6. Intranet – communications network within an organization that is meant for the use of its employees or members
7. Local area network (LAN) – group of connected computers that are close to each other
8. Long-term career goals – aims or plans for the next three to five years
9. Managers – responsible for communicating clearly the mission of the organization in relation to the work of the department or a particular job position
10. Modem – device that allows computer data to be transmitted via the telephone system
11. Network – linking two or more computers so they can share information
12. Online – available in electronic format, such as on the Internet or an intranet
13. Piracy – unauthorized copying of a computer program that has been written by someone else
14. Protocol – generally accepted customs or rules
15. Self-assessment – a personal evaluation of one's strengths and weaknesses
16. Sexual harassment – any unwanted and offensive sexual look, comment, suggestion, or physical contact that causes discomfort in the workplace
17. Short-term career goals – aims or plans for one year or less
18. Supervisor – provides general directions regarding the priorities of tasks or projects to be completed by the work group
19. Teamwork – cooperation among members of a group
20. Telecommunications – electronic transfer of information over a distance
21. Uniform resource locator (URL) – Internet addresses that can be understood by any Web browser as it searches for hypertext documents on computers around the world; i.e., *http://*

22. World Wide Web (WWW) – computers on the Internet that use and transmit HTML documents

Unit 4: Communications

1. Body language – the posture, body movements, gestures, and facial expressions that serve as nonverbal communication
2. Communication – the exchange of thoughts, messages, or information
3. Copier – a machine that makes copies of printed or graphic matter
4. Cover letter – a letter sent along with a resume that states how an applicant learned about a particular job and why he or she is interested in that job
5. Editing – the process of making changes to refine a document
6. Five C's of communication – the basic concerns for efficiency and effectiveness in writing in the business world – *coherent*, *clear*, *concise*, *complete*, and *correct*
7. Follow-up letter – a letter sent following a job interview that thanks the interviewer for his/her time and offers more information about the applicant
8. Formal speaking – communication situations that people can prepare for ahead of time, such as interviews, group discussions, and speaking engagements
9. Informal speaking – the casual, unstructured situation in which most communication occurs, such as giving and receiving messages in casual or person-to-person interaction
10. Letter – a business document used to communicate with an individual or a group outside an organization
11. Letter of application – a sales letter in which an applicant describes all of his or her qualifications and tries to convince an employer that he or she is the best person for a particular job
12. Listening – a mental process as well as the physical aspects of hearing
13. Memo – normally called a memorandum; a streamlined business document used to communicate with an individual or a group within an organization
14. Nonverbal communication – communication that does not use words, including various movements of the total body, such as facial expressions, gestures of hands and arms, and posture
15. Proofreader's marks – symbols used to highlight an error and to indicate that a correction needs to be made
16. Proofreading – checking a document carefully for errors or omissions
17. Report – a presentation of organized information that will be used by the reader for a specific purpose
18. Résumé – a one- or two-page form that organizes all the facts about an applicant related to the job he or she is seeking
19. Scanner – an input device to input text, graphics, and photos by “reading” printed documents
20. Verbal communication – communication that uses words, which can be either written or oral

21. Voice mail – a messaging system that uses computers and telephones to record, send, store, and retrieve voice messages

Unit 5: Financial Information

1. Automated teller machine (ATM) – electronic machines from which cash deposits and withdrawals can be made
2. Bank reconciliation – bringing into agreement a bank statement with a party's cash account records
3. Blank endorsement – an endorsement that consists only of the endorser's signature on the back of a check
4. Bonus – something given or paid in addition to what is usual or expected
5. Cash – refers both to actual cash (coins and bills), checks, money orders, and funds in checking accounts in a banking institution
6. Cash over – relating to a petty cash system by which there is a cash discrepancy showing less money on hand than the related records indicate
7. Cash short – relating to a petty cash system by which there is a cash discrepancy showing more cash on hand than the related records indicate
8. Check – a written order to a bank to make payment against the depositor's funds in that bank
9. Checking account – a bank account from which payments can be ordered by a depositor
10. Commission – a fee paid to an employee, usually based on a percentage of the value of what the employee sells or processes
11. Deduction – an item that reduces gross pay earned by an employee
12. Dependent – one who relies on another, especially for financial support
13. Deposit – the placement of cash (coins, bills, checks) into a checking account
14. Depositor – the individual who places cash (coins, bills, checks) into a checking account
15. Electronic banking – use of a computer and a telecommunications network to transfer funds from one account to another
16. Electronic funds transfer (EFT) – the use of a computer and a telecommunications network to transfer funds from one party to another
17. Employee earnings record – a business form used to record details affecting payments made to an individual employee
18. Endorsement in full – an endorsement found on the back of a check indicating the new owner of a check; also known as a special endorsement
19. Federal income tax – the tax levied on personal income by the federal government
20. Gross pay – the salary paid to an employee before any deductions are withheld
21. Hourly wage – the amount of money an employee earns for each hour of work

22. Money order – an order issued by the Post Office for the payment of a sum of money to the person whose name the money order is sent through the agency of the Post Office
23. Net pay – the total earnings paid to an employee after payroll taxes and other deductions are withheld
24. Overtime pay – the amount of pay an employee receives as an incentive for working over the regular work day or work week
25. Payroll – the total amount earned by all employees for a pay period
26. Payroll register – a business form used to record payroll information on all employees for a pay period
27. Payroll tax – tax an employer withholds or pays on behalf of employees based on the wage or salary of the employee
28. Petty cash record – a form used in a petty cash system to record all disbursements and receipts
29. Petty cash summary report – a form used in a petty cash system used to summarize expenditures
30. Petty cash system – a system established by a business that keeps a small amount of cash on hand for making small payments
31. Regular pay – an amount paid to an employee for performing work, excluding overtime pay and commission earned
32. Replenish – relating to a petty cash system by which the cash box amount is restored to its original level of cash
33. Restrictive endorsement – an endorsement found on the back of a check restricting further transfer of a check's ownership
34. Salary – the money paid for employee services
35. Signature card – a bank document prepared by a checking account holder that is a key to the bank account security that documents who may sign checks on particular bank accounts
36. Special endorsement – an endorsement indicating a new owner of a check; also known as an endorsement in full
37. Time card – a card that is required of employees to record their arrival and departure times for payroll purposes
38. W-4 – a document that an employee fills out so an employer can withhold the correct federal income tax from the employee's pay

Unit 6: Records Management

1. Accession log – list of numbers assigned in a numeric filing system
2. Alphabetic filing – filing records alphabetically according to letters and words (names, subjects, or geographic locations) that are used as captions on the guides and folders
3. Archive – storage area that is dedicated to organizing and preserving records
4. Chronological filing – filing records according to date
5. Coding – process of marking a symbol or other identification on the record to indicate how it is indexed
6. Field – a unit of information in a database system
7. File – a collection of related information treated as a unit
8. Filing – process of storing office records in an orderly manner within an organized system
9. Filter – a program or section of code that is designed to examine each input or output request for certain qualifying criteria
10. Geographic filing – filing records according to geographic location
11. Hard copy – a paper printout
12. Indexing – process of deciding how to identify a record to be filed
13. Label – written or keyed captions used to identify folders, guides, or file drawers in a paper filing system
14. Micrographics – documents reduced in size and stored on film
15. Middle digit filing – method of numeric filing in which the middle two or three digits of each record number are used as the primary division under which each record is filed
16. Numeric filing – arranging records by numbers
17. Record – a unit of information, comprised of fields, about one employee, one inventory item, etc.; in a database management system, a set of fields that describes one logical unit of information
18. Sort – a preliminary step in filing that involves separating items into categories prior to the actual filing of documents into designated folders/files
19. Subject filing – records arranged by topic
20. Surname – the last name of an individual

21. Terminal digit filing – a kind of numeric filing in which the last two or three digits of each record number serve as the primary division under which a record is filed

Unit 7: Employment Skills

1. Advancement opportunities – possibilities for promotion in rank or position
2. Career advancement – promotions or job changes that offer increased responsibility and salary increases
3. Credentials – evidence of training, education, or experience
4. Employment application form – standard form provided by employer to assess basic skill level and educational background of applicant
5. Fringe benefits – an equivalent to a payment over and above the basic wage paid by an employer; i.e., paid holiday, pension contribution, etc.
6. Government employment agency – provides services to citizens and employers free of charge
7. Interview – question-and-answer session conducted by the employer to screen and, eventually, hire applicants
8. Job search – identifying jobs for which one is qualified and then securing such a position through a variety of resources, including friends, family contacts, professional associations, career services, and academic mentors
9. Job termination – ending of employment because of misconduct, lack of skills, or downsizing
10. Networking – making connections among people or groups with whom you come in contact
11. Personal leave – a temporary absence from work, ranging from one day to several weeks depending upon company policies and procedures
12. Portfolio – samples of assignments or professional work, achievements/awards, letters of recommendation, and other professional-quality items that would support the statements made in a resume and demonstrate competencies in an interview
13. Private employment agency – provides services to individuals and employers for a fee, usually a percentage of the first year's salary
14. Sick leave – leave of absence from duty granted because of illness; absence with pay for time lost due to a bona fide nonwork-related illness or injury, pregnancy, or medical appointment
15. Temporary employment agency – provides workers to fill temporary jobs that last for periods from one day to months

Unit 8: Child Labor Laws

1. Age of employment – a minor may begin employment at age 14 under certain guidelines
2. Child Labor Laws – laws that govern the employment of minors
3. Earnings – wages paid to an employee for services or work rendered
4. Employment Certificate (work permit) – required by the Arkansas Department of Labor before employing any child under 16 years of age; provides conclusive evidence of a child's age, educational standing and ensures, prior to starting work, that the child is not employed in a prohibited occupation or during prohibited hours
5. Equal Employment Opportunity Commission (EEOC) – provides assistance with racial, gender, national origin, religious, disability, or pregnancy discrimination
6. Hazardous occupation – occupational atmosphere that is harmful or detrimental to one's well-being
7. Intrastate commerce – a company that conducts business within a state's boundary
8. Minimum Wage Act – covers minimum age, overtime, equal pay, child labor, and collection of wages
9. Occupation – job position or job title for which a person receives wages
10. Occupational Safety and Health Administration (OSHA) – provides research, information, education, and training in the field of occupational safety and health